

# GSA SmartPay® Program

## Fiscal Year 2014 Program Fact Sheet

### The GSA SmartPay Program at a Glance

- The GSA SmartPay Program was established in 1998 and is the premiere charge card program of the United States Federal government, serving more than 350 Federal agencies, organizations, and Native American tribal governments
- The GSA SmartPay Program is the largest government charge card program in the world
- Through the GSA SmartPay Program, agencies are able to obtain Purchase, Travel, Fleet, and Integrated Charge Cards (known as business lines) through a master contract with three banks; Citibank, JPMorgan Chase, U.S. Bank
- The GSA SmartPay Program supports the Travel Motor Vehicles and Card Services portfolio by playing an integral role in the collaboration of multiple GSA programs, including Travel Card program discounts, Fleet Card expenditures, and Purchase Card transactions

Purchase Card



#### Purchase Cards

Used for purchasing general supplies and services

Fleet Card



#### Fleet Cards

Used for fuel and maintenance for government vehicles

Travel Card



#### Travel Cards

Used for travel expenses for official travel; airline, hotel, meals, and incidentals

Integrated Card



#### Integrated Cards

Used to integrate multiple business lines into one integrated card

### GSA SmartPay Program Benefits

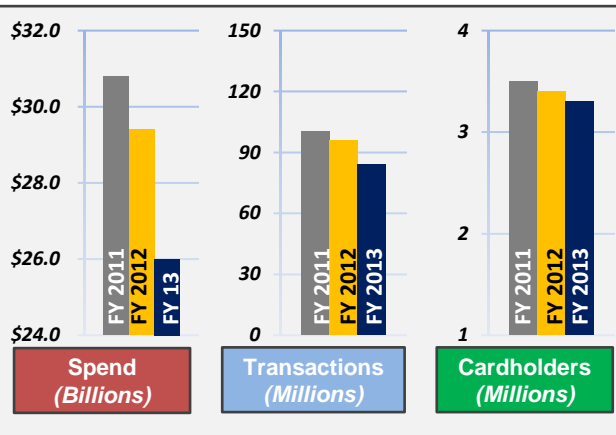
- Administrative cost savings and efficiency
- Secure and accountable payment solution for making efficient and convenient transactions
- Travel cards provide access to City Pair program discounts
- Refunds to agencies based on transaction volume and payment performance
- Electronic transaction data enables enhanced ability to detect fraud, waste, and abuse
- Contracting banks are required to provide tax reclamation support to customers

### What the Card Cannot Be Used For

- Personal use or unauthorized purchases
- Purchases that do not comply with the Federal Acquisition Regulation or other procurement regulations

## Fiscal Year 2013 GSA SmartPay® Program Statistics

Total	FY 2012	FY 2013	FY 2014
<i>Spend</i>	\$29.4 B	\$26.0 B	\$26.4 B
<i>Transactions</i>	95.8 M	84.0 M	84.6 M
<i>Cardholders</i>	3.4 M	3.3 M	3.3 M



- The total spend for Fiscal Year (FY) 2014 was \$26.4 billion
- Agencies or organizations received more than \$267 million in net refunds in FY 2014
- Each GSA SmartPay cardholder on average, spent approximately \$8,010 in FY 2014
- The Department of Defense was the top agency by program spend, with more than \$9.1 billion, or 35% of total spend

Purchase	FY12	FY13	FY14	Travel	FY12	FY13	FY14	Fleet	FY12	FY13	FY14
<i>Spend</i>	\$18.6B	\$16.9B	\$17.1B	<i>Spend</i>	\$8.5B	\$6.9B	\$7.0B	<i>Spend</i>	\$2.3B	\$2.2B	\$2.2B
<i>Transactions</i>	21.8M	19.9M	19.9M	<i>Transactions</i>	45.0M	36.9M	37.2M	<i>Transactions</i>	29.0M	27.2M	27.4M
<i>Cardholders</i>	289K	301K	263K	<i>Cardholders</i>	2.5M	2.4M	2.4M	<i>Cardholders</i>	654K	606K	608K

## Office of Charge Card Management Services

### Innovation

- Provides customers with payment solutions through bank master contracts
- Incorporates industry trends into new program initiatives
- Meets the evolving needs of GSA SmartPay customers
- Leverages the purchasing power of the government through the *Point of Sale Discount Initiative*

### Education & Training

- Facilitates working groups to encourage A/OPC interaction
- Delivers virtual training for each business line
- Provides charge card guidelines and leading practices
- Hosts the *GSA SmartPay Training Forum*
- Increases customer awareness through the GSA SmartTax communications campaign

### Customer Service

- Provides programmatic points of contact for A/OPCs
- Delivers online access to critical information
- Provides email and phone support during business hours
- Offers centralized GSA managed certification and accreditation process
- Reviews agencies refunds for accuracy and prompt payment

## Future Enhancements to the GSA SmartPay Program

- Virtual Cards/Payments
- Expanded Point of Sale Recognition
- Customer Communication Channels

- Chip and Pin Cards/ EMV
- Declining Balance Cards
- Enhanced Customer Training Programs